

MOMENTS THAT CAN INTENSIFY COMMUNICATION FRUSTRATION



THE LAST STRAW MAY BE
SMALL. THE LOAD UNDERNEATH
MAY NOT BE.

1

**Losing the point
mid-sentence**

2

Being interrupted

3

**Needing extra processing
time**

4

Tone is misread

5

Too many details at once

6

**Thoughts move faster than
speech**

NOTICE THE LOAD • PAUSE • REDUCE DEMANDS • RECOVER